

City of Helena & Lewis and Clark County

Request for Proposals

Housing Navigation Services

Summary

The City of Helena and Lewis and Clark County have established funding in the amount of \$60,000 to fund Housing Navigation Services, and are soliciting proposals for these services. This funding is for one full year, with the possibility of funds being continued for an additional 6 months to one year, dependent on performance. The successful proposal will specifically demonstrate the ability to connect residents experiencing difficulties securing housing for themselves or loved ones to available services and resources, and will be instrumental in addressing our regional housing issue. The successful applicant will demonstrate knowledge of regional housing resources and the ability to connect individuals/families to said resources.

Desired services include:

- Intake
- Referral
- Assessment

Scope of Services

The Housing Navigator will be expected to conduct an intake and assessment interview with each client to determine the individual needs and obstacles the client may face in their search for housing. The Housing Navigator will review credit checks, assessment information, and any other relevant information and make referrals to service providers as appropriate. Additionally, the Housing Navigator may join the client when meeting with landlords.

Other duties the successful consultant will be expected to provide include, but may not be limited to the following:

1. Conduct an individualized needs assessment for each client, and work with the client to develop an Individualized Service Plan to address barriers that might prevent the client from obtaining and/or searching for housing; and
2. Provide information, referrals, linkages, and advocacy to assist clients in accessing services and resources; and
3. Create and maintain relationships with various community-based organizations and civic groups that provide key resources and services for individuals and families; and
4. Identify potential housing opportunities and assist with preparation for housing; and
5. Assist clients with housing applications and advocate for clients with prospective landlords; and
6. Support move-in to new unit, housing inspections, and develop plans for rent payment crisis and daily living; and

7. Maintain complete and accurate documentation of services provided to each client in accordance with federal, state, county and local guidelines. Documentation shall be provided to the City/County upon request; and
8. Coordinate and promote educational efforts in the community to help link residents to prospective housing resources via online and brochure information; and
9. Work in coordination with relevant entities to maximize resource for clients; and
10. By October 2020, outline a sustainability strategy with quarterly reports, as determined in contract requirements; and
11. Ability to work flexible hours if needed; and
12. Ability to assist in a non-judgmental manner.

Proposed Timeline

July 3, 2019	RFP Issued
July 19, 2019	Proposal Packets Due
July 26, 2019	Evaluations of packets and selection of finalists
Week of July 29, 2019	Selection of consultant
Week of Aug. 5, 2019	Contract Executed
October 15, 2020	Final deliverables due

Budget

The total project budget for Housing Navigation Services will be \$60,000. All proposals that adhere to the budget noted above will be considered by a selection committee upon submission. The selected consultant(s) must be willing to comply with reporting and payment constraints of both the City of Helena and Lewis & Clark County.

Desired Consultant Qualifications and Submission Requirements

The successful applicant(s) will be able to demonstrate competency and experience with working in systems entailing: information, referral, assessment, or case management. They will possess experience working with community groups, stakeholders, local government staff, and elected officials.

Entities interested in being considered for this project must submit five (5) hardcopies of their proposals and statements of qualifications by mail to Ellie Ray, City Planning Division, 316 N. Park Avenue, Room 404, Helena, Montana 59623 or by sending one PDF copy electronically to eray@helenamt.gov. Only submittals under 10 pages (or 5 double-sided sheets, if printed) will be accepted, in addition to an introductory letter. Responses should include:

1. The applicant or agency's legal name, address, and telephone number; and
2. The applicant's experience and qualifications; and
3. The experience and qualifications of the personnel(s) to be assigned to the project, with an emphasis on experience with housing navigation; and
4. A description of the applicant's prior experience, with links to at least two examples of past projects and appropriate references ; and

5. A description of the firm's current work activities and how these would be coordinated with the project; and
6. The proposed work plan and schedule for activities to be performed.

Submission Instructions

Questions and responses should be directed to Ellie Ray, City Planning Division, 316 N. Park Avenue, Room 404, Helena, Montana 59623. All submissions must be received at the above address by 5 P.M., July 19, 2019. As noted, electronic copies may be accepted via e-mail to Ellie Ray at eray@helenamt.gov. Please state "Helena Housing Navigator Services Proposal" on the outside of the response package or in the e-mail subject header.

Respondents may review the application, which includes a description of the proposed services including activities, schedule, and other pertinent information, by visiting the City of Helena Community Development Office during regular office hours.

Scoring and Selection Process

Respondents will be evaluated according to the following factors:

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| 1. The qualifications of the consultant(s) to be assigned to the project | 30% |
| 2. The consultant's capability to meet time and project budget requirements | 15% |
| 3. Present and projected workloads | 15% |
| 4. Related experience on similar projects in Montana | 40% |

The selection of finalists will be based on an evaluation of the written responses. Interviews will be held with the top-ranked consultants. The award will be made to the most qualified applicant whose proposal is deemed most advantageous to the City of Helena and Lewis and Clark County, all factors considered. Unsuccessful applicants will be notified as soon as possible. The City of Helena and Lewis and Clark County expect the chosen consultant(s) to be able to begin delivering services within 4- to 6-weeks of contract execution.

Non-discrimination

The City of Helena and Lewis and Clark County are Equal Opportunity Employers. Discrimination in the performance of any agreement under this RFP on the basis of race, color, religion, creed, sex, age, marital status, national origin, or actual or perceived sexual orientation, gender identity, or disability is prohibited. This prohibition shall apply to the hiring and treatment of the selected entity's employees and to all subcontractors as applicable to this process.

Please include, as part of the submittal, a statement addressing nondiscrimination based on the above criteria, and also note that any contract awarded will contain such a provision.

Award

The City of Helena and Lewis and Clark County reserve the right to accept or reject any or all Proposals received from this RFP, or to negotiate separately with any Proposer after any responses are open. Conversations may take place between the City of Helena, Lewis and Clark County, and consultants for purposes of clarification regarding the selection process only. Consultants shall be bound by the information submitted in their Proposals and subsequent negotiations. Those submitting proposals may be required to make a presentation to the City of Helena and Lewis and Clark County as part of the selection process.

The City of Helena and Lewis and Clark County reserve the right to award the contract to a consultant that it deems to offer the best overall Proposal. The City of Helena and Lewis and Clark County have the sole discretion and reserve the right to cancel this RFP, to reject any and all Proposals, to waive any and all irregularities, or to re-advertise with either the identical or revised specifications if it is deemed to be in the best interest of the City and County.

The City of Helena and Lewis and Clark County are committed to providing access to persons with disabilities for its meetings, in compliance with Title II of the Americans with Disabilities Act and the Montana Human Rights Act. The City and County will not exclude persons with disabilities from participation at its meetings or otherwise deny them the City's services, programs, or activities.

Persons with disabilities requiring accommodations to participate in the City's meetings, services, programs, or activities should contact the City's ADA Coordinator, Ellie Ray, as soon as possible to allow sufficient time to arrange for the requested accommodation, at any of the following:

(406) 447- 8490

TTY Relay Service 1-800-253-4091 or 711

citycommunitydevelopment@helenamt.gov

316 North Park Avenue- Room 445, Helena, MT 59623